

Customer Service Report for the ADB

for Sunday, June 1, 2003 to Monday, June 30, 2003



	Created				Assigned/Pending			Closed			Average
	DCS	ADB	Web	Other	DCS	ADB	Other	DCS	ADB	Other	Minutes to Close
Accounts											
Access/Login	1	0	0	0	0	0	0	1	0	0	3
Edit Account	1	0	0	0	0	0	0	1	0	0	9
Password Reset	1	0	0	0	0	0	0	1	0	0	10
Register/Open	1	0	0	0	0	0	0	1	0	0	10
ADB											
Connectivity	21	0	0	1	1	0	0	14	2	5	13
DELPRO	57	0	0	0	5	0	0	16	29	7	6
Fellowship Pmt Syst	34	0	0	0	0	0	0	2	27	5	3
General Info	72	0	0	0	2	0	1	48	18	3	9
ID Reactivation	24	0	0	0	0	0	0	22	0	2	5
Keyword	35	0	0	0	0	0	0	35	0	0	6
Printing	2	0	0	0	0	0	0	1	0	1	15
Property	2	0	0	0	0	0	0	1	1	0	5
Purchase card	8	0	0	0	0	0	0	3	3	2	6
Registration	2	0	0	0	0	0	0	2	0	0	7
Reports	2	0	0	0	0	0	0	0	2	0	8
Security	1	0	0	0	0	0	0	1	0	0	5
Travel	24	0	0	0	0	0	0	4	18	2	5
NIH Data Warehouse											
Printing	1	0	0	0	1	0	0	0	0	0	0
OS/390											
Printer/VPS	3	0	0	0	0	0	0	3	0	0	10
Wylbur	1	0	0	0	1	0	0	0	0	0	0
Grand Total:	293	0	0	1	10	0	1	156	100	27	7

Total Tickets Closed: 283
 Total Tickets Assigned/Pending: 11
 Total Tickets Created: 294